



## **Strategic Insights Tool for Rough Sleeping**

Data in Action: A LOTI Case Study

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## Overview

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|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
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# PROBLEM



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## PROBLEM: Transforming how rough sleeping is understood and addressed across London

Rough sleeping in London (and across England) continues to rise. It has become clear that we need to reassess our current policy measures and support services.

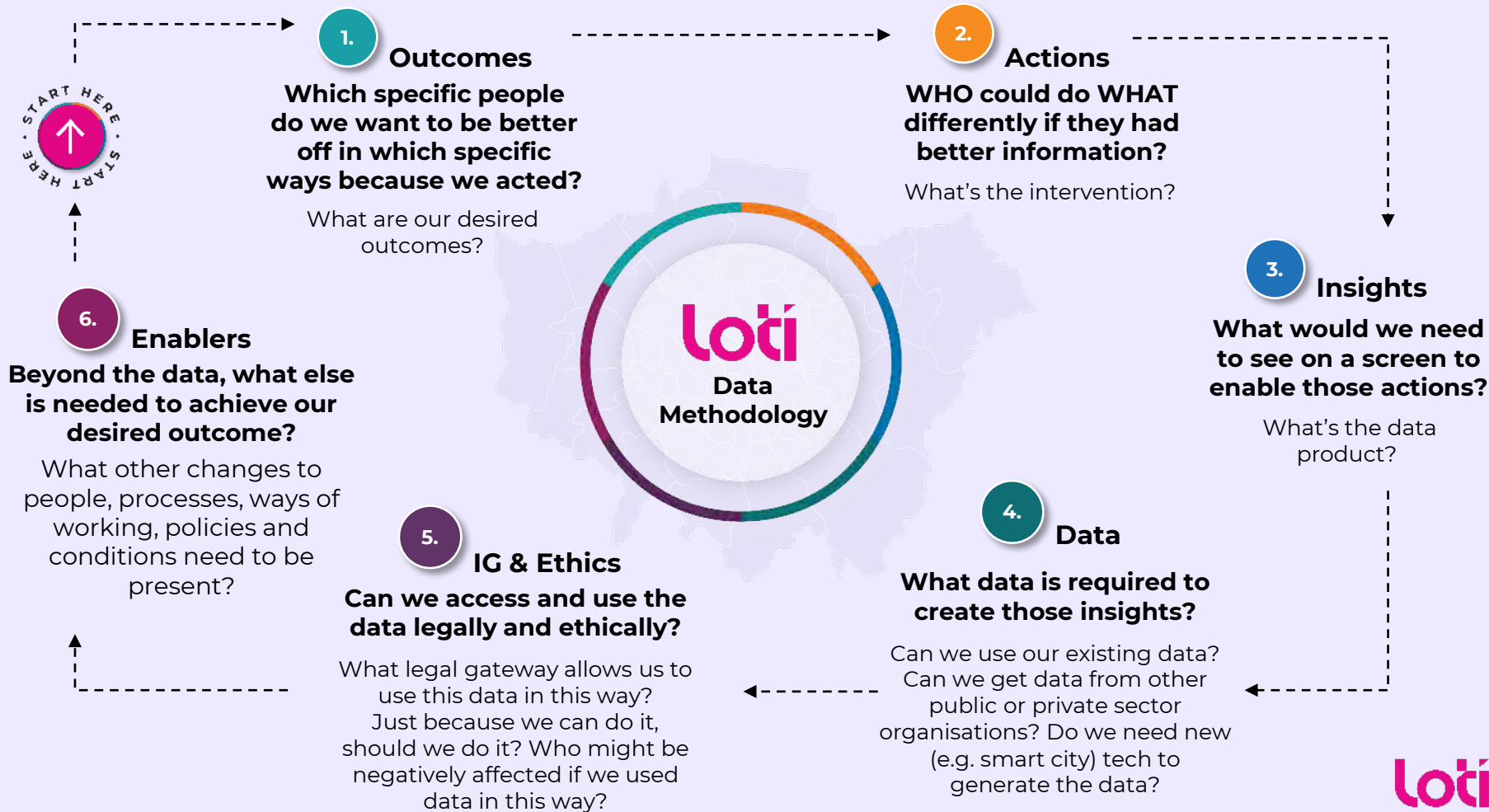
Rough sleeping data has traditionally been very siloed - sitting across a multitude of systems with no way of connecting them.

LOTI's Rough Sleeping Insights Project aims to make rough sleeping in London **rare, brief and non-recurrent** through the design and delivery of an integrated data platform that brings together data from across the rough sleeping ecosystem to provide actionable insights that can help support rough sleeping prevention.

We delivered an MVP solution with 4 boroughs and 4 service providers in September 2023. Since then we have been working with the remaining London boroughs and a further selection of service providers to onboard them to the tool to make this a truly pan-London initiative.

### Who's involved?

- This project is a local government led initiative driven by **LOTI** in partnership with the **GLA** and **London Councils**
- The project has been funded by Housing Directors from all London boroughs, the GLA, and DLUHC
- Project discovery was led by **Bloomberg Associates** who supported the development of the minimum data set
- Development and delivery of the tool is being led by our delivery partners **Faculty AI** and **Beam**



# SOLUTION



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## SOLUTION: The Strategic Insights Tool for Rough Sleeping

- Currently, rough sleeping data is held across multiple different systems, which prevents users from understanding the full picture of the needs and journeys of the rough sleeping population. This makes it difficult to make strategic decisions about how to best support these vulnerable groups.
- The Strategic Insights Tool for Rough Sleeping (SITRS) is a new tool that will give decision-makers in GLA, London Councils, Local Authorities, and homelessness service providers, a clearer view of rough sleeping in their local area. The new tool merges and integrates multiple sources of data, by probabilistically matching:



- This means that for the first time, users of this tool are able to see the aggregated journeys of rough sleepers over time, unlocking new insights, as they show up through touch points in multiple systems, which include statutory homelessness applications; contacts with housing outreach officers, as they are seen bedding down; and interactions with service providers, who are commissioned to support them through various services.
- All outputs in the tool are anonymised and aggregated to see trends at a cohort/population-level. No individuals can be identified.

# DELIVERY



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## DELIVERY: Project Delivery Timeline

NB: Prior to the below timeline we delivered an initial piece of discovery work which included the development of a minimum data set.

12th June - 28th July 2023

31st July - 8th Sept 2023

11th Sept - 3rd Nov 2023

6th Nov 2023 - 2nd Feb 2024

### User needs research (weeks 1-7)

- **Weeks 1 - 3:** 1:1 interviews with stakeholders and prospective users to understand data quality, user needs, technical requirements
- **Weeks 4 - 7:** Workshops to validate solution proposals and engage with technical stakeholders for automated data pipeline setup

### MVP build (weeks 8 - 13)

- **Weeks 8 - 12:** Weekly usability testing of solution design with users to incorporate feedback
- **Week 13:** Pilot users onboarded to the tool and training materials shared

### System Testing & IG Review

- User training sessions
- System testing and feedback
- Thorough review of IG arrangements including updated DSA and DPIA using pan-London working group approach

### Phase 2 Rollout

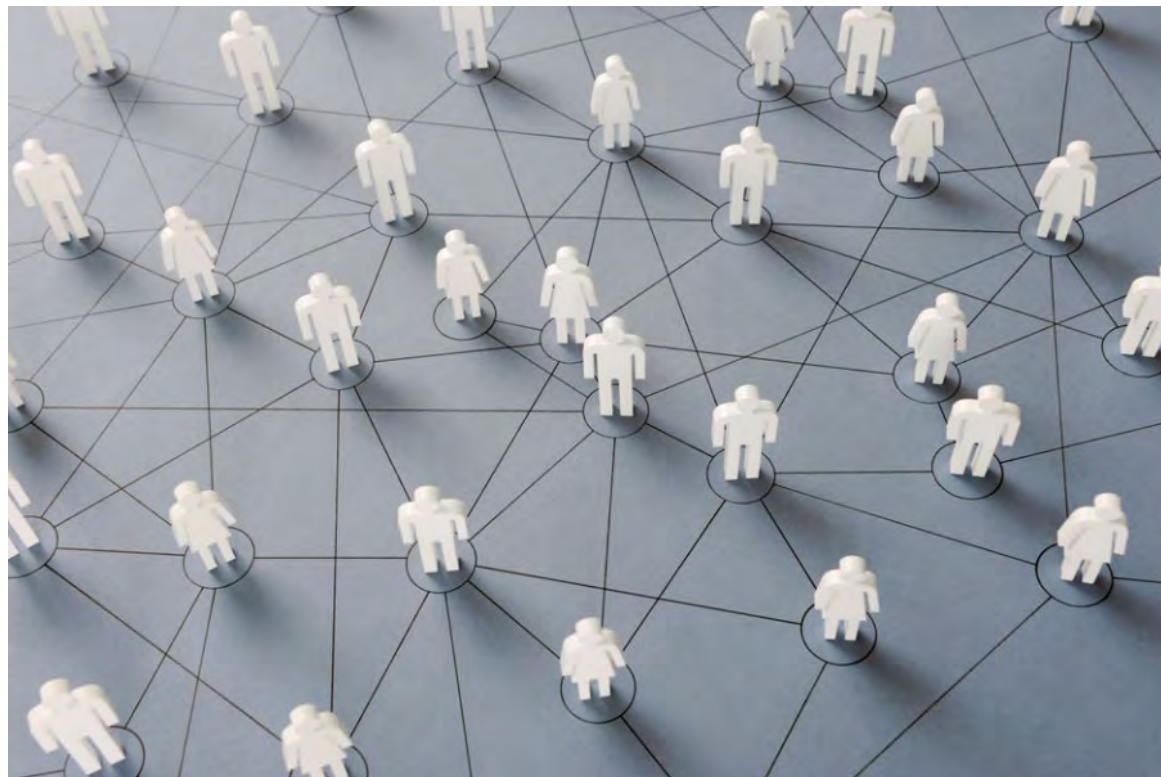
- Onboarding wider groups of users (remaining 29 London boroughs and 7 service providers) and exploration of further needs
- Handover of the system to Homeless Link

## Enabling pan-London data sharing and linking

This project has enabled data sharing and linking across **47 organisations**

Using LOTI's pan-London data sharing approach we were able to **reach consensus on a single DSA and DPIA in a matter of weeks.**

IG colleagues told us how much they **appreciated our early engagement** with them



# IMPACT



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# What are the trends over time?

I1: How does the number of people rough sleeping who move into accommodation change over time?

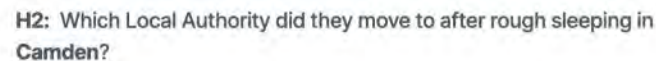


I2: How does the number of people returning to rough sleeping who had previously moved into settled supported accommodation change over time?

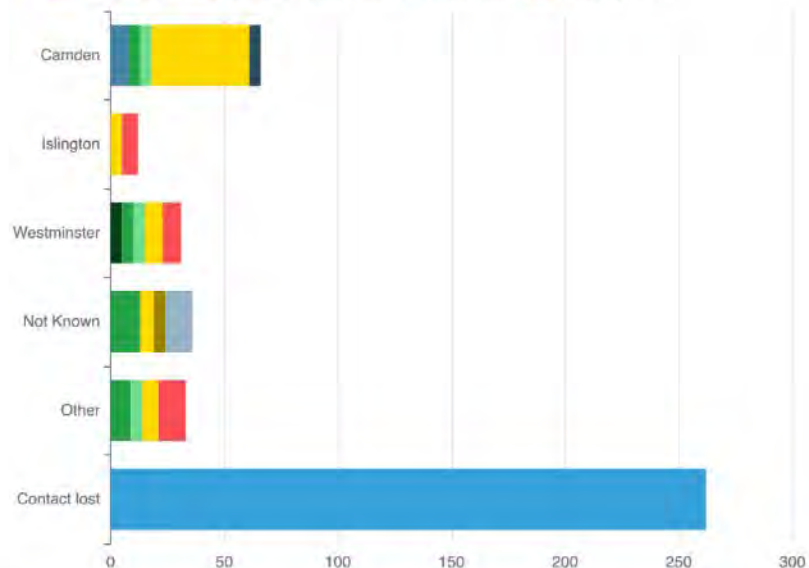


**H1:** Which Local Authority were they in before rough sleeping in Camden?

■ No previous record 
 ■ SWEP 
 ■ Independent 
 ■ Settled supported  
■ Statutory temporary 
 ■ Off the street 
 ■ Institution 
 ■ Other 
 ■ Not known  
■ Sleeping rough



■ Contact lost  
 ■ SWEP  
 ■ Independent  
 ■ Settled supported  
 ■ Statutory temporary  
■ Off the street  
 ■ Institution  
 ■ Other  
 ■ Not known  
 ■ Sleeping rough

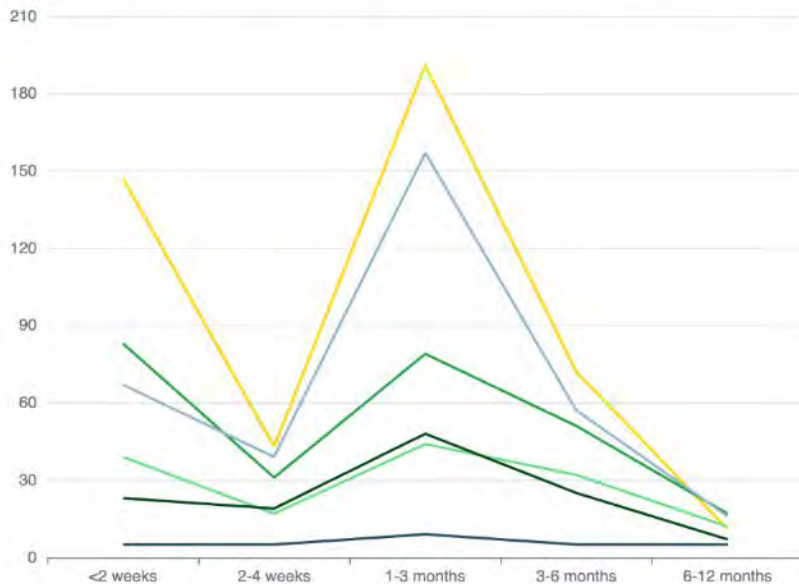


# How long do people stay in accommodation?

## A2: By accommodation type

The duration of stays based on the start and end date of an accommodation record, by accommodation type.

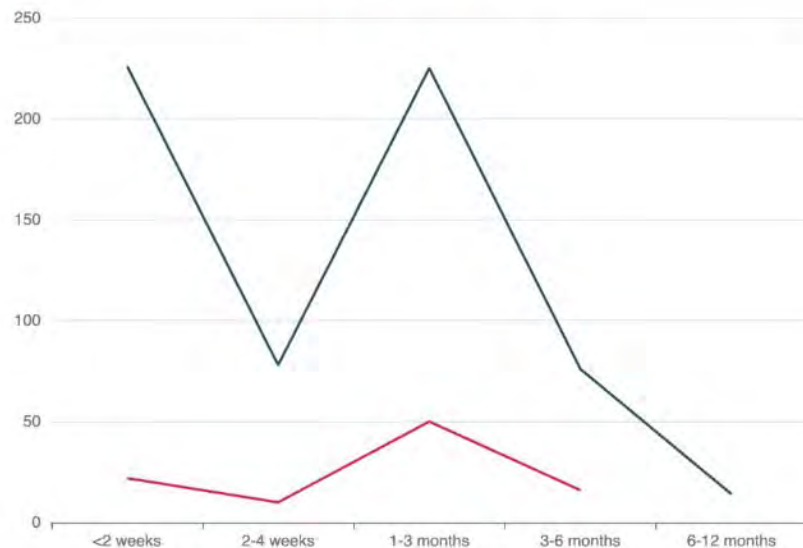
Off the street   Settled supported   Not known   Statutory temporary   Independent   Other



## A3: By service provider

The duration of stays based on the start and end date of an accommodation record, by service provider.

Off the street   Statutory temporary   Settled supported  
Other   SHP   St. Mungo's



## IMPACT: Use cases and user benefits

"It gives me the ability to **'myth-bust'**. I can figure out what's *actually* going on vs the assumptions that have been made for a long time"

"The insights **raise questions** or areas to delve deeper into that we otherwise wouldn't have identified"

"This new link between rough sleeping and housing options teams will **help break down internal silos**"

"The different ways in which the tool breaks down this new data means that **I can better understand why people end up rough sleeping**"

"Initial inspection shows that **few rough sleepers** are going through the homelessness application pathway"

"I can clearly see where there are **gaps in our own data** which we are now looking to improve"

"Knowing **why accommodation stays end** is a useful new insight"

"We are going to bring this data to our pathway meetings to review with service providers. This will **enable a more strategic approach to accommodation commissioning**"

# EVALUATION



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## Challenges & Lessons Learnt



The MVP approach worked really well



Large-scale data sharing is challenging but by no means impossible



Engaging with local authorities under pressure requires patience (and persistence!). But if the need is important enough, you can get it off the ground.

## Next Steps - Future Development of the SIT

1

**New feature development & further onboarding**

2

**Expanding the SIT dataset**

3

**Exploration and experimentation  
(develop data science capabilities)**